

how and why they do it. Processes are evaluated and improved, increasing quality and value for delivered to customers.

## Lean Training Programs

The NH Bureau of Education and Training offers a comprehensive series of programs in Lean process improvement techniques and Lean management. The Belt programs are designed for employees, supervisors, managers and administrators in public service including state and federal agencies, municipalities, counties, schools and colleges, as well as nonprofit organizations. Students earn certificates in White, Yellow, Green and Black Belt levels.

### What is Lean?

Lean is an organizational management system comprised of principles, tools, and techniques focused on customer value. Lean tools are used by public, private and non-profit sectors to improve processes by removing waste, increasing efficiency and elevating quality.

Lean addresses what customers and employees identify as inefficient uses of materials and personnel. Lean asks organizations to examine and rethink what they do, as well as

Lean empowers employees, tapping into their intelligence, creativity and experiences to implement more efficient ways of completing tasks and reaching organizational goals.

By using Lean, organizations can be more efficient, enhance customer satisfaction, as well as employee engagement and morale.

***Increase productivity,  
enhance customer  
satisfaction, and  
maximize quality and  
value with  
Lean principles.***

### Lean Programs

**Lean for Leaders** – A one hour workshop preparing directors and administrators for their role in Lean initiatives and Lean management.

**White Belt** - An overview of Lean concepts and techniques preparing participants to identify opportunities for improvement projects in their organizations.

**Yellow Belt** - A hands-on introduction to the philosophy and methodology of Lean process improvement. During the 3-day class, participants apply Kaizen process mapping techniques to an actual work process and construct an implementation plan to enact the improvements.

**Green Belt** - Facilitator Skills, Change Management and Practicum. Participants prepare to become Lean practitioners and learn how to guide a group through a Kaizen event, while considering the challenges of organizational change. Following the 3 days of classes, students will participate in a required practicum. *Note: The Yellow Belt class is a pre-requisite for the Green Belt.*

### Green Belt Refresher

This one-day workshop is an opportunity to review a range of Lean tools, implementation, and change management strategies and share best practices. *Note: Both Yellow and Green Belts are pre-requisites for the Refresher.*

### Black Belt Program

Participants in this ten-session program combine classroom study, mentorship and practical application. Participants examine Lean principles and practices including Shingo, Kata, and Hoshin, and they conduct a capstone project to apply their skills and to understand Lean from an operational and strategic perspective. *Note: Both Yellow and Green Belts are pre-requisites for the Black Belt.*



**For more information:**  
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